

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION  
SUPERIOR COURT**

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**CLASS TITLE: STAFF ASSISTANT I**  
**DEPARTMENT: SUPERIOR COURT**  
**REPORTS TO: VARIOUS**

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**CLASS CODE: 006666**  
**FLSA STATUS: N**  
**DATE: 01/00**

**JOB SUMMARY AND DISTINGUISHING FEATURES:**

Performs work of routine difficulty in support of office/department staff, including: heavy data entry; setting up files and maintaining same; processing mail; issuing permits; composing and sending letters to customers/clients; distributing and/or processing forms, applications, etc., and assisting visitors in completion of same; and photocopying. May perform or serve as backup for the receptionist functions.

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

Enters a variety of complex data into computer system, verifies entries and generates reports.

Types letters, memos, charts, labels, reports, or other correspondence on a word processor or typewriter.

Composes routine correspondence in accordance with standard policies.

Answers various inquiries; receives applications; explains policies and procedures and arranges appointments; and processes routine matters independently.

Issue permits to customers by assessing and researching needs and reviewing applications for accuracy.

Maintains licensing files. Processes related applications and fingerprints applicants.

Coordinates and schedules appointments, meetings, or reservations at the request of staff; maintains appointment tracking database.

Prepares routine and non-routine reports as requested; receives, sorts, and summarizes material for the preparation of reports; prepares work reports.

Attends and assists with various meetings and functions as required; takes minutes and notes utilizing shorthand, speed writing, and/or dictation equipment.

Relieves staff members/officials of routine administrative details such as checking operating reports for accuracy and conformance to policies and standards; and updating publications for final approval.

Answers telephones utilizing a multi-line system, takes messages, screens calls, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person.

Interviews, screens, greets visitors and directs them to the appropriate area or individual; may answer various inquiries personally, following departmental policies; provides information on departmental services and functions.

Obtains criminal history information and processes criminal reports.

Takes policy, service and information requests relating to governmental activities and refers to proper divisions for processing and providing information; performs reference and statistical work on computers, maintains and files confidential and other specialized reports.

Opens, stamps, sorts, and distributes incoming mail.

Prepares purchase orders and vouchers for payment.

Sets up files for clients, files information, distributes and/or transfers to staff members and maintains same.

Prepares payroll time sheets and receives checks.

Maintains complex files; compiles and completes data for administrative and public reports, bulletins, questions on material assembled; performs clerical and fiscal operations unique to department.

Photocopies reports, charts, memos, and other various documents for staff.

Processes various requests, including transfers of titles and makes corrections.

Generates repair and service orders and maintains related logs.

Orders office supplies to maintain sufficient inventory for office use.

Designs forms for use with current technology to provide routine and non-routine reports.

Makes daily or weekly bank deposits.

Takes in, accounts for and issues receipts for money.

Makes certified copies of legal documents and/or indexes, scans and files same.

Administers oaths and may perform marriage ceremonies; swears-in appointees; audits campaign statements.

Proofs and microfilms records.

Shreds documents.

Enrolls clients in various programs.

Disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or fax.

May serve as or relieve department receptionist; answers all incoming telephone calls and greets visitors and the general public, provides customer service and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information, providing applications, collecting and receipting money, issuing permits and licenses or answering questions.

May serve as backup for other positions within the department.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal  
General Office Equipment  
Two-Way Radio

Typewriter  
Scanner

Paging System  
Bar Code Wand

## **MINIMUM QUALIFICATIONS REQUIRED:**

### **Education and Experience:**

High school diploma or GED; and,

One to two years of experience performing general office duties such as typing, filing, and answering telephones; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

### **Licenses and Certifications:**

None

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

### **Knowledge of:**

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

All computer applications and hardware related to performance of the essential functions of the job.

Standard business arithmetic, including percentages and decimals.

Applicable state, federal and local ordinances, laws, rules and regulations.

Legal terminology and processes associated with the work.

Recordkeeping, report preparation, filing methods and records management techniques.

General office procedures, policies and practices, as well as basic knowledge of computer/VDT and other general office equipment.

### **Skill in:**

Typing from rough draft or printed text using a word processor or typewriter at a rate of 55 words per minute (at the discretion of the supervisor).

Analyzing and resolving office administrative situations and problems.

Using tact, discretion, initiative and independent judgment within established guidelines.

Using a VDT to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Operating and routine maintenance of general office machines such as copiers, facsimile machines, telephone systems, and two-way radio base stations.

### **Mental and Physical Abilities:**

Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Ability to take and transcribe information from short hand or dictation equipment (at the discretion of the supervisor).

Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Ability to establish and maintain effective working relationships with others.

Ability to draft and type correspondence.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to deal with problems involving several concrete or non-concrete variables in standardized situations.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 25 pounds.

### **Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.